UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH

Student Handbook | 2023–2024

UNIVERSITY OF LIMERICK
OLLSCOIL LUIMNIGH

An Chlárlann Acadúil

Academic Registry

Student Handbook

ACADEMIC YEAR 2023 / 2024

Academic Registry Services:

Service Desk, Main Building, Room E0-001

www.ul.ie/Academic-Registry
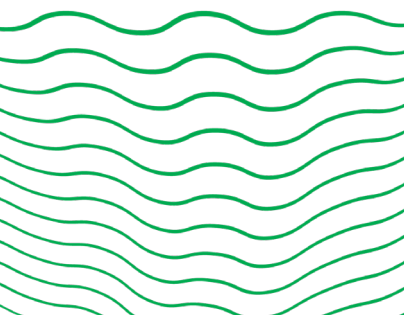
[Student Hub Online](#)

[Student Portal](#)

Dear Student

First, may I extend to you a warm welcome to University of Limerick (UL) and wish you every success in your studies for the academic year 2023/2024.

The Student Handbook is a guide to some of the key administrative processes and academic requirements you will encounter as a student at UL. I encourage you to use the Student Handbook and the links provided within, throughout your time with us, so please review the contents outlined below carefully to ensure you are complying with the requirements that affect you especially as you have, as part of the enrolment process, agreed to follow the University's Academic Regulations, Code of Conduct and UL procedures.

The Student Handbook comprises two parts:

- Part 1: Student Essentials and a link to our directory of student information which includes information about registration, timetables, assessment, grades, awards and more
- Part 2: Useful links & information

Please remember always to use your student email account for communication with the University and make sure you regularly monitor your student email account for both academic and administrative communications which may require action.

I hope that you will have a happy and rewarding experience of student life at the University of Limerick. If you need further information, help or assistance, please do not hesitate to contact the Academic Registry team through the appropriate channel as listed on our website.

Yours sincerely

Dr. Elizabeth Henry
Head of Operations
Academic Registry

Part 1: Student Essentials

Academic Registry

The Academic Registry team supports students throughout their academic journey, from the time you are offered a place in UL right through to graduation and beyond. We will be happy to provide support on all of the following:

- Class timetables
- Annual Registration task
- Module Selection task
- Confirmation of Attendance task
- SUSI Grant
- Transfer to another course
- Examination timetables
- Grades and transcripts
- Student Status Committee
- Conferring
- Room bookings
- Student card replacement
- Stamping of social welfare / pension forms etc.
- Issuing official letters confirming your status as a student
- Queries relating to Academic Regulations & Procedures
- We will also be happy to redirect you to our colleagues in other departments if you are unsure who to ask or how to get something you need.

Our website	You can visit the Academic Registry website for useful information, our opening hours, location and more. www.ul.ie/Academic-Registry
Student Hub Online (Topdesk)	Academic Registry runs Student Hub Online (Topdesk) where you will find all of our information available for students. If you don't find what you need you can log a call and a member of our team will contact you to help resolve your query. ul.topdesk.net
Our office	When you are on campus, you'll find us in E0-001 (UL Main Building).

Ensure your Student Record information is correct
- It is important to check that your name, personal details and contact information are correct on the Student Portal. You can follow the instructions available on Student Hub Online (Topdesk) if you wish to update your details.
- If you enrolled using the Irish version of your name, use this version on all documentation you complete within the University, e.g. grant forms, examination scripts, etc.

All UL communication should go through your UL student email address
- Your UL email account will be used to inform you of current information.
- Formal communications from the University are issued to you UL student email addresses.
- It is your responsibility to monitor your student email address regularly and, take such action as shall be necessary.

The UL Academic Calendar
Important dates and deadlines for each semester of the academic year are listed on the Academic Calendar.

Important reminder: Compliance with UL Academic Regulations & Procedures
See Handbook of Academic Regulations and Procedures for details on the following:

- As part of your Course Enrolment, you signed an agreement to be bound by the UL Academic Regulations and Code of Conduct (Section 6).
- All student policies can be found on the UL Policy Hub.
- Please note that academic cheating in all forms (including plagiarism and breach of copyright) is deemed to be a major disciplinary offence under the University's Code of Conduct. See UL Academic Integrity for further information.
- The role of the UL Advocate is specified in Section 2 of the Code of Conduct.

Official UL letter verifying student status
Once you have completed Enrolment / Annual Registration and Module Selection, you can download our official Confirmation of Registration letter through the Student Portal. This letter will also confirm a number of additional details. Visit the Student Hub Online (Topdesk) for additional information about this letter.

Student cards
All UL students are required to carry a current valid student card while on campus. The student card is normally issued following course enrolment.

Student data
Please refer to the Student Data Protection Privacy Notice for details on how student data is held and processed by UL.

First Seven Weeks programme
The First Seven Weeks programme is designed to support new students to adjust to university life by providing a range of information and targeted resources.

Personal Advisor Support System (PASS)
New UL students who are undertaking a full-time academic programme are assigned an academic advisor. The advisor is a member of academic staff, usually someone who teaches on your course. Learn more about PASS.

Student Support Officers
There is a Student Support Officer (SSO) aligned with each of the four faculties. The SSOs are here to assist fulltime undergraduate students in finding the answers to questions and identifying the appropriate supports to help them excel during their time in the University of Limerick. More information is on the Student Affairs website.

Part 2: Useful Links & Information

> [Academic Integrity and Plagiarism](#)

> [ITD](#) (Information Technology Division)

> Handbook of Academic Regulations & Procedures available through the [UL Policy Hub](#):
>   • Code of Conduct: (Section 6)
>   • Assessment Regulations: (Section 4.5)

> [Student Hub Online (Topdesk)](#) where you will find the following options:
>   • Student Information & Advice Directory
>   • Log a call for Academic Registry support

> Student representative bodies:
>   • Undergraduate: [UL Student Life (ULSL)](#)
>   • Postgraduate: [Postgraduate Students' Union](#)

> University Policy on Recognition of Prior Learning
> Available through the [UL Policy Hub](#)

> UL [Glucksman Library](#)

Academic Registry website
www.ul.ie/Academic-Registry

Student Hub Online (Topdesk)
ul.topdesk.net

Student Portal
si.ul.ie

E0-001, Main Building,
University of Limerick